

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: MINNESOTA

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Process for Investigations of Complaints and Monitoring

The State has in effect the following process for investigating complaints of violations of requirements by nursing facilities and monitors on site on a regular, as needed basis, a nursing facility's compliance with the requirements of subsection (b), (c), and (d) for the following reasons:

- (i) the facility has been found not to be in compliance with such requirements and is in the process of correcting deficiencies to achieve such compliance;
- (ii) the facility was previously found not to be in compliance with such requirements and has corrected deficiencies to achieve such compliance, and verification of continued compliance is indicated; or
- (iii) the State has reason to question the compliance of the facility with such requirements.

The Office of Health Facility Complaints, located in the State survey and certification agency, is responsible to investigating complaints. The Office utilizes protocols established by the Health Care Financing Administration to conduct its investigations.

Facilities are monitored by follow-up visits to verify correction of deficiencies. Facilities with a poor compliance history are monitored on a regular basis by the use of randomly scheduled visits to ensure continued compliance.

TN No. 92-24
Supersedes
TN No. _____

Approval Date 8-6-92

Effective Date 4-1-92